

Fig. 1a

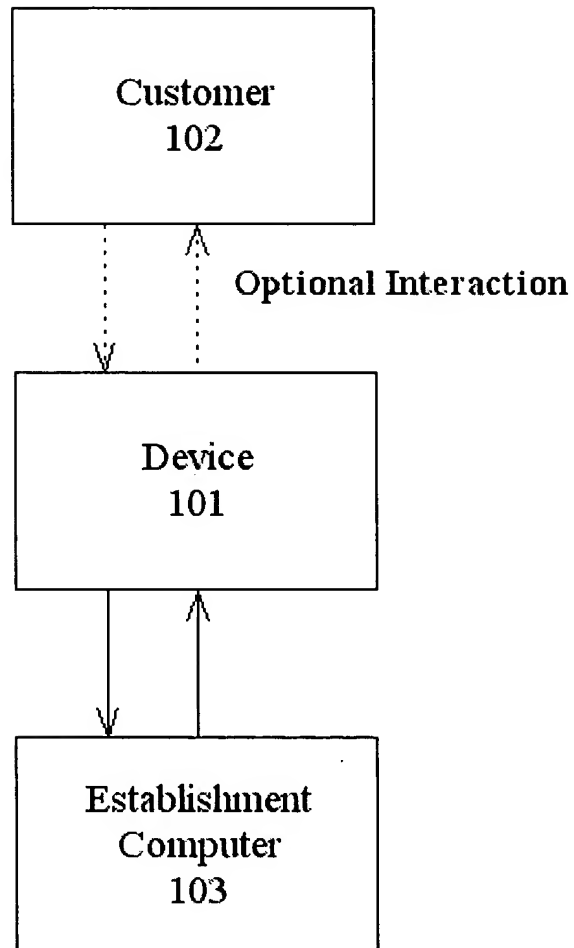


Fig. 1b

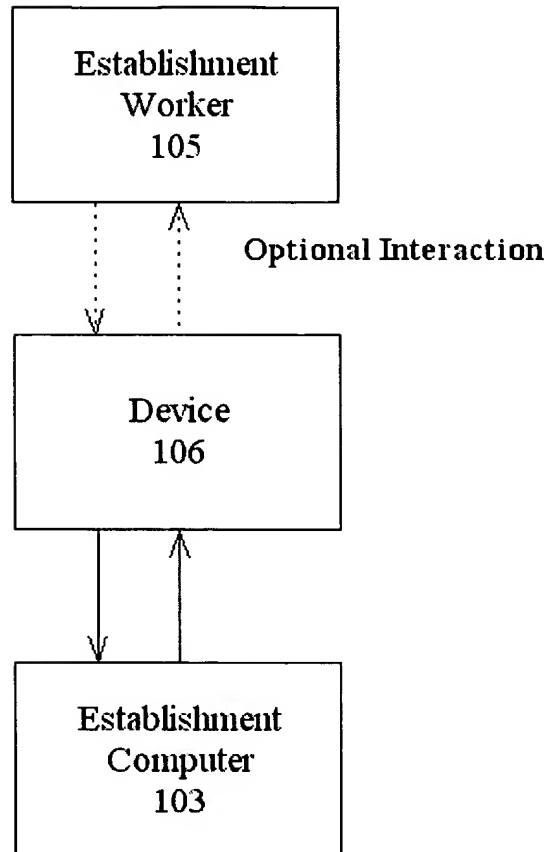


Fig. 2a

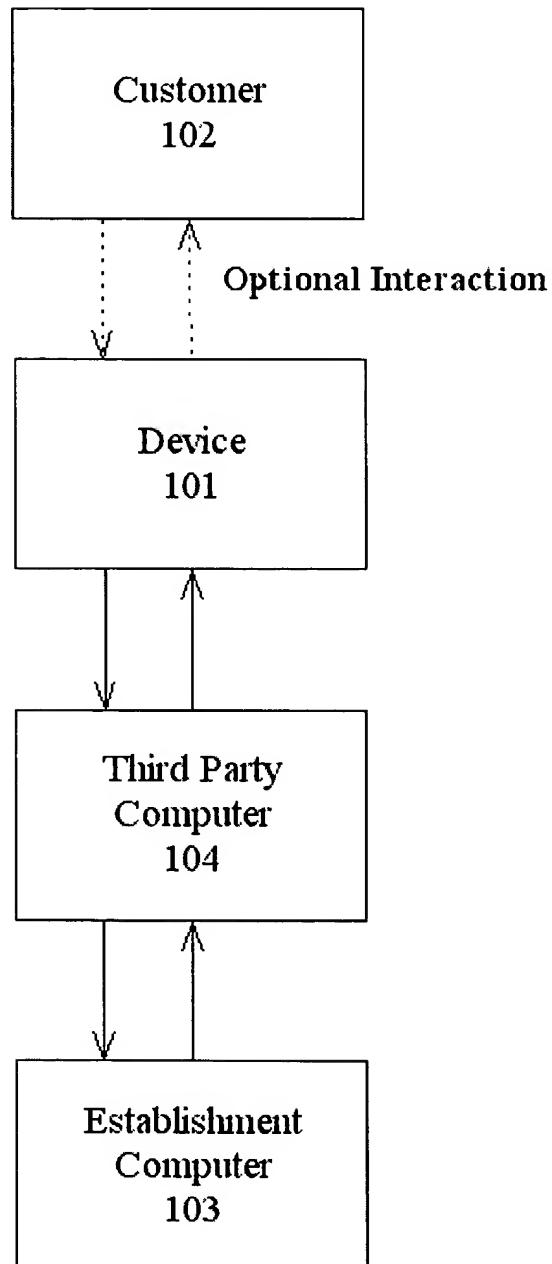
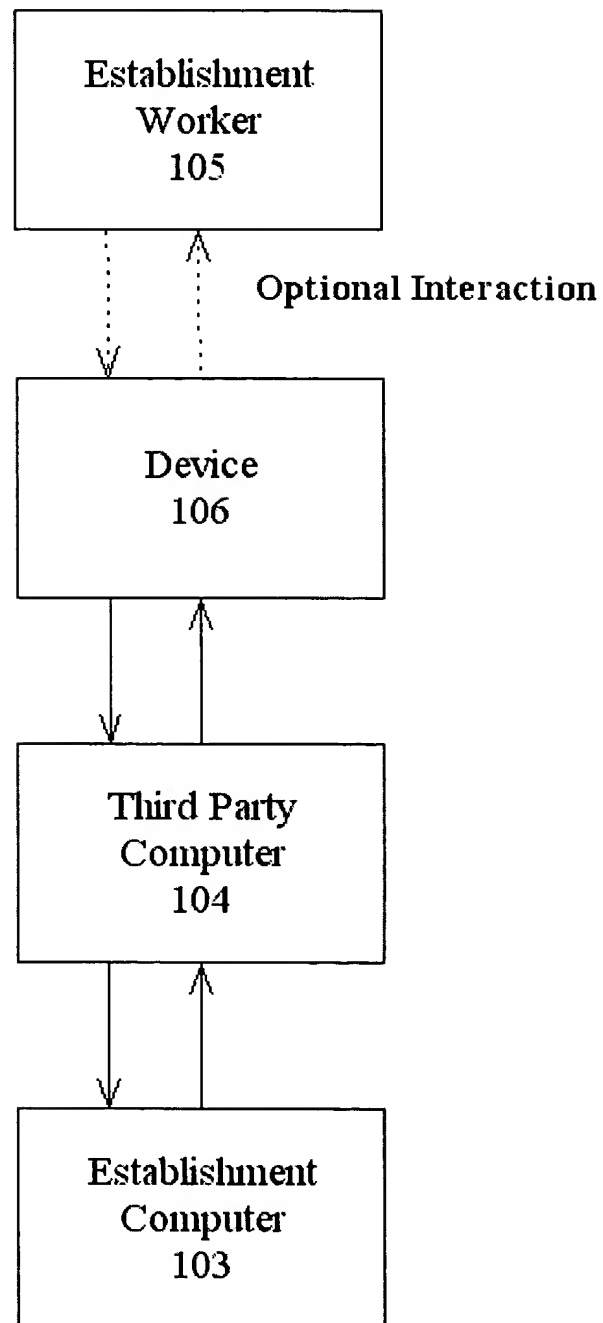
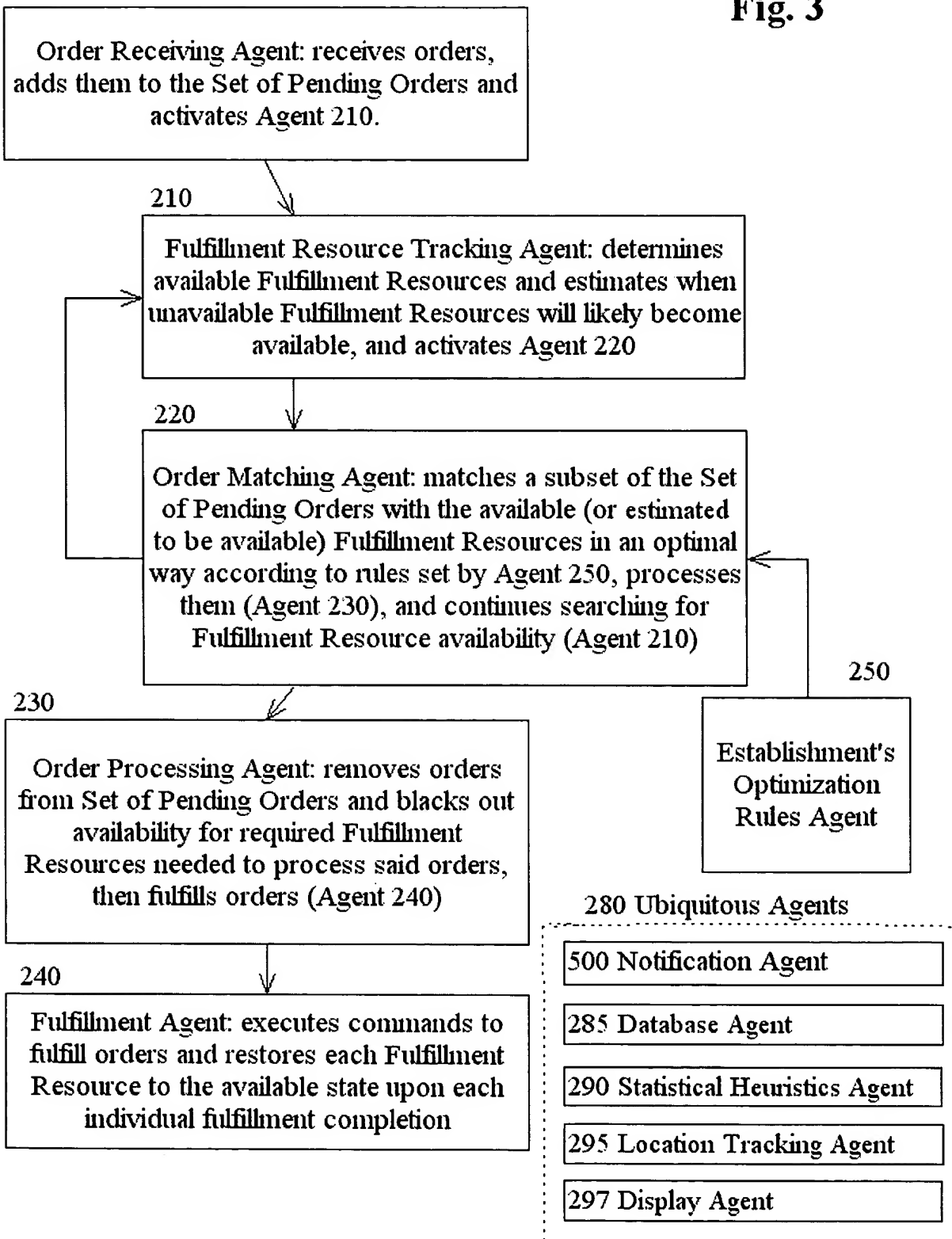


Fig. 2b



200

Fig. 3



201

Order Receiving Agent: receives orders, adds them to the Set of Pending Orders and activates Agent 202.

Fig. 4a

202

Trigger Determination Agent: determines whether a trigger event must occur before an order can proceed. If Yes, the order must wait by activating Agent 203 and the Trigger Condition must be created by activating Agent 205. If No, the order is added directly to the Set of Pending Orders and activates Agent 210

205

Trigger
System
Agent

No

203 ↓ Yes

Order Holding Area Agent: holds an order until its trigger fires, then adds it to the Set of Pending Orders and activates Agent 210.

250

Establishment's
Optimization
Rules Agent

210

Fulfillment Resource Tracking Agent: determines available Fulfillment Resources and estimates when unavailable Fulfillment Resources will likely become available, and activates Agent 220

220

Order Matching Agent: matches a subset of the Set of Pending Orders with the available (or estimated to be available) Fulfillment Resources in an optimal way according to rules set by Agent 250, processes them (Agent 230), and continues searching for Fulfillment Resource availability (Agent 210)

230

Order Processing Agent: removes orders from Set of Pending Orders and blacks out availability for required Fulfillment Resources needed to process said orders, then fulfills orders (Agent 240)

240

Fulfillment Agent: executes commands to fulfill orders and restores each Fulfillment Resource to the available state upon each individual fulfillment completion

280 Ubiquitous Agents

500 Notification Agent

285 Database Agent

290 Statistical Heuristics Agent

295 Location Tracking Agent

297 Display Agent

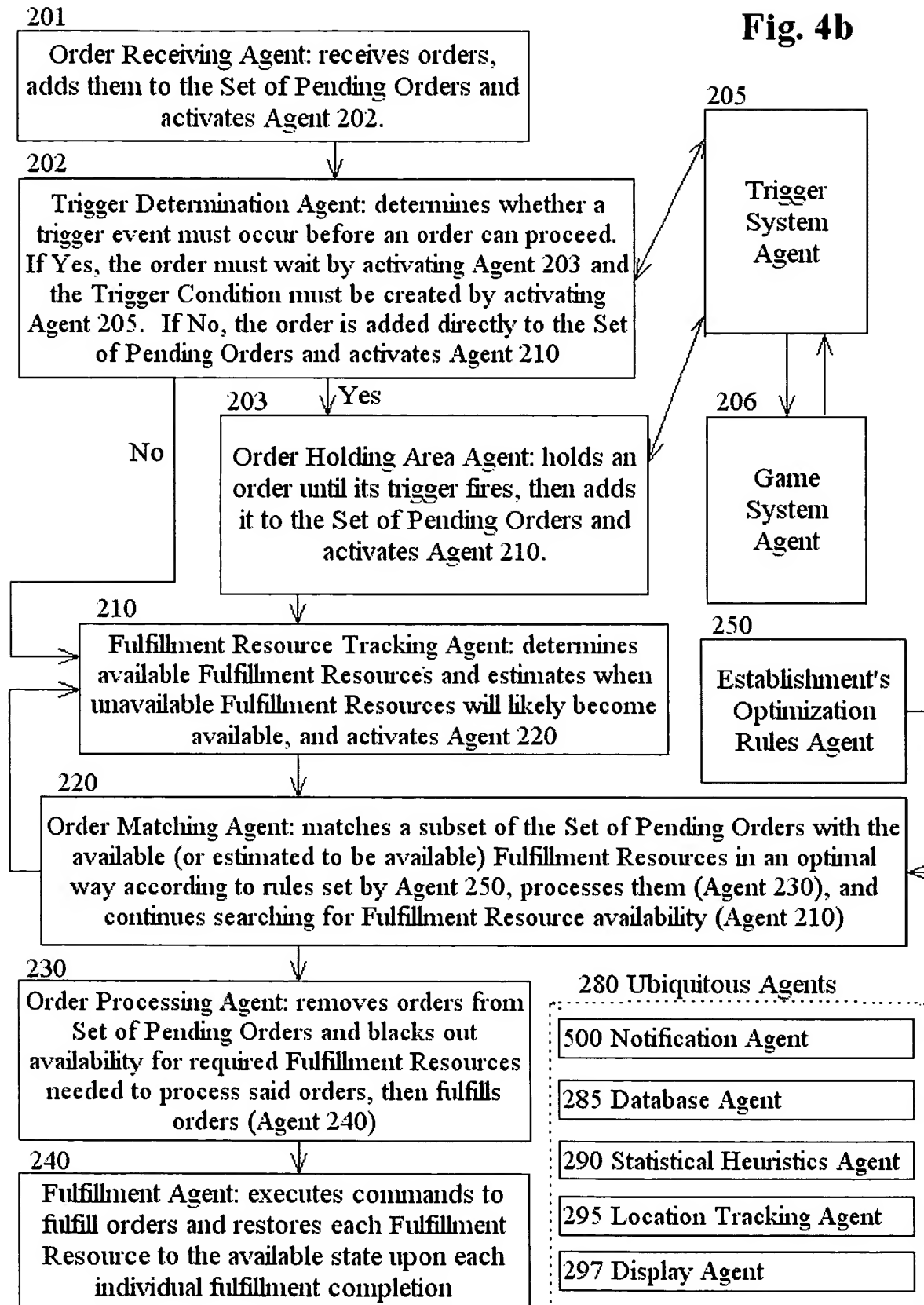
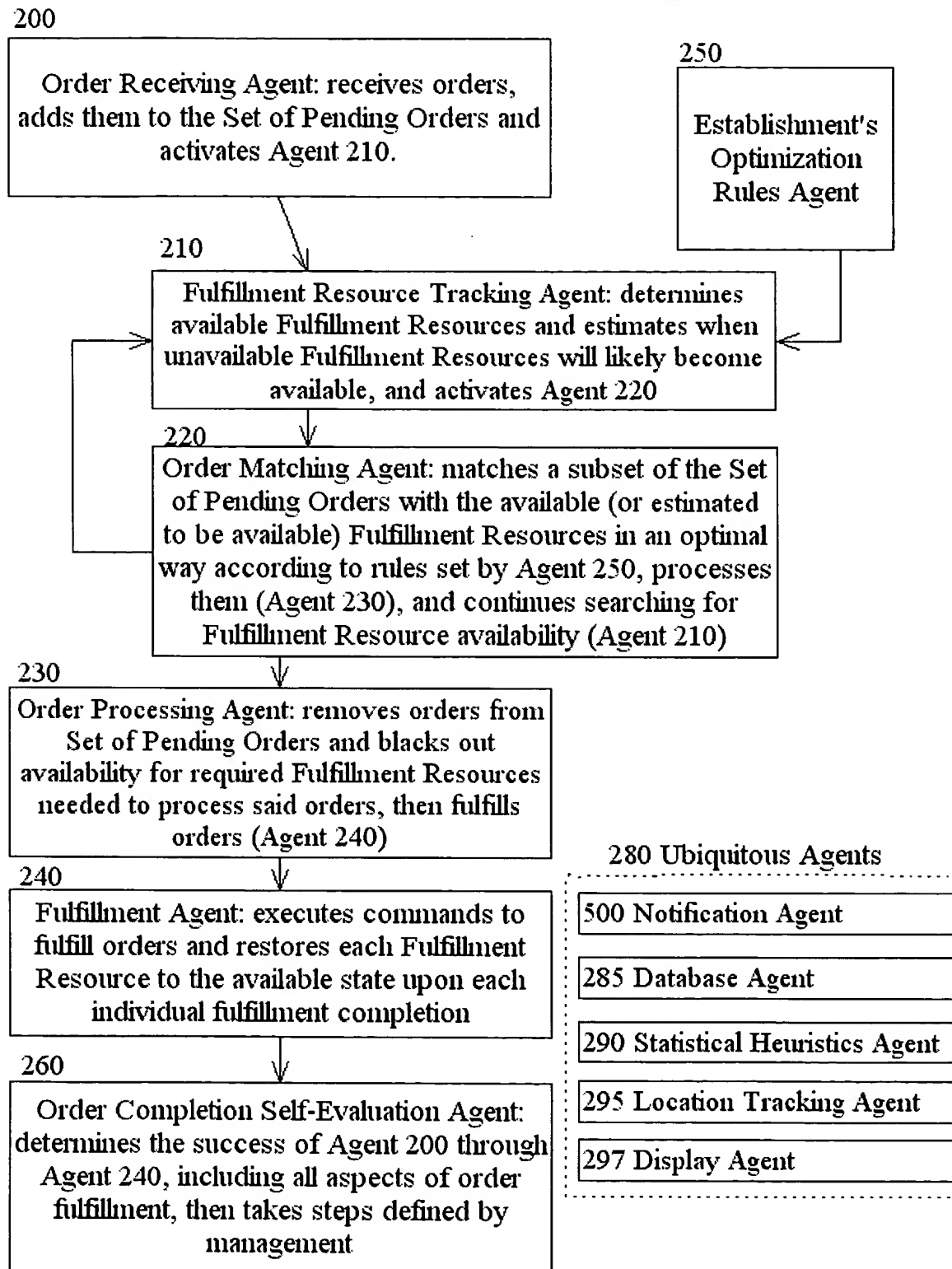


Fig. 5

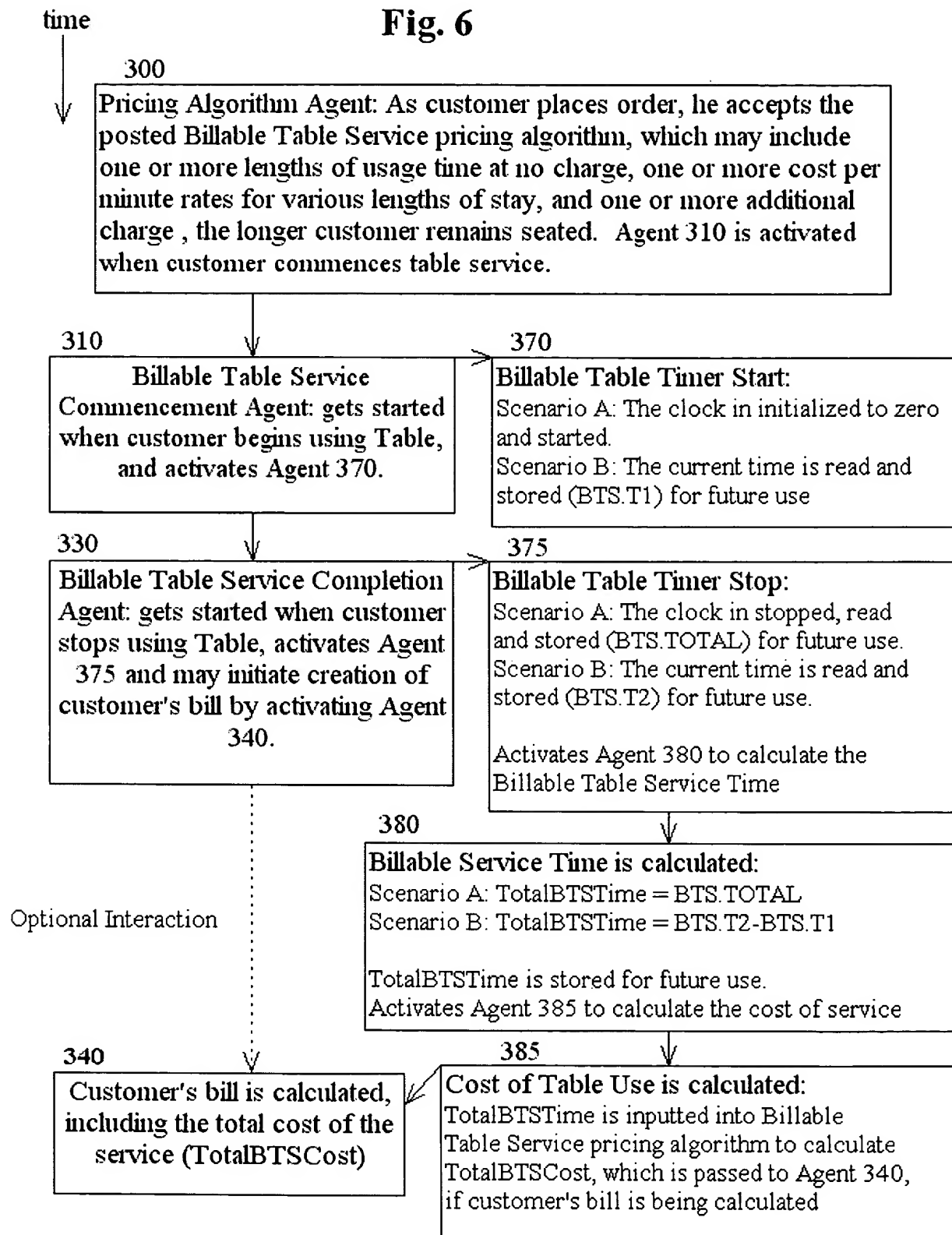


Fig. 7

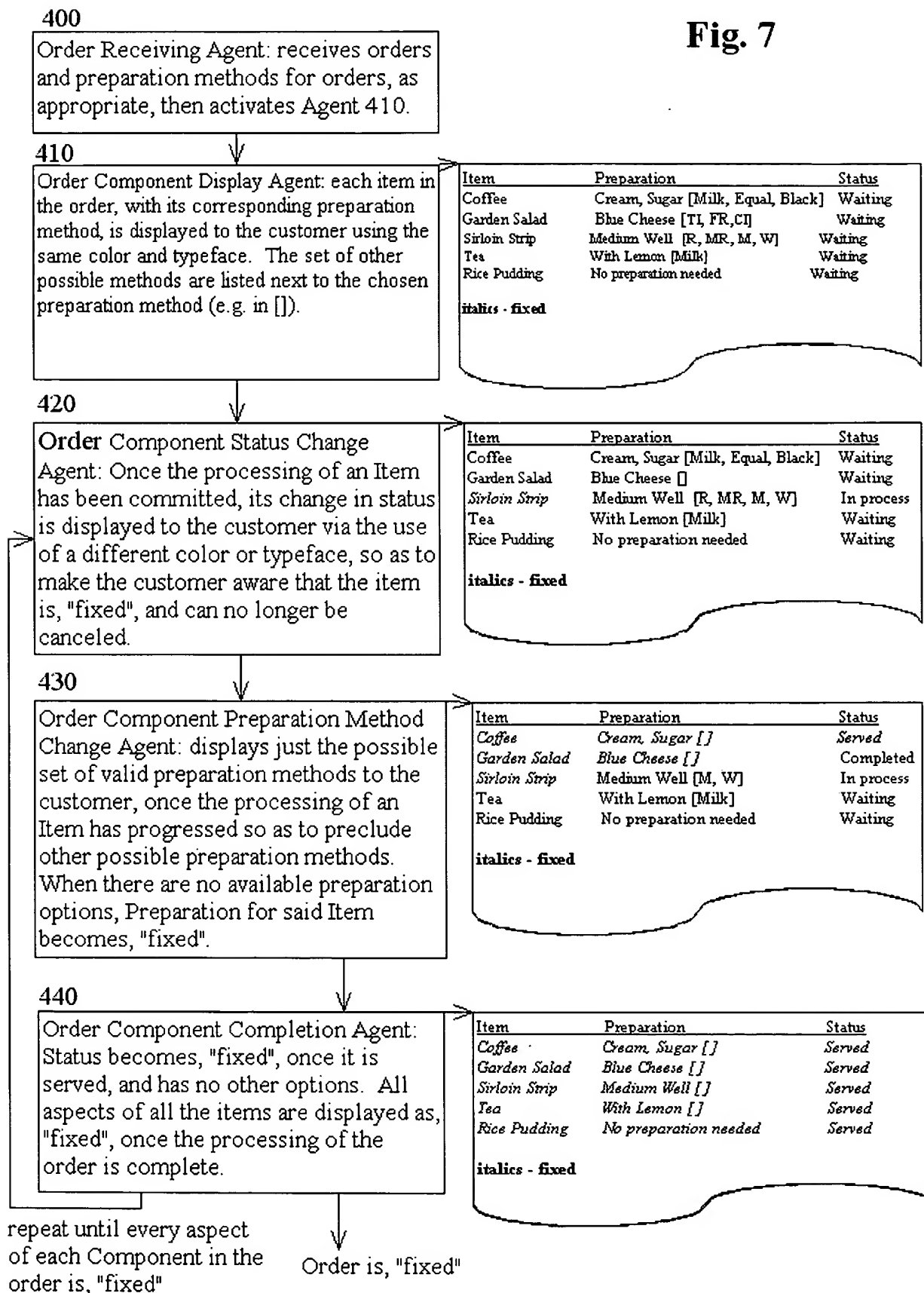
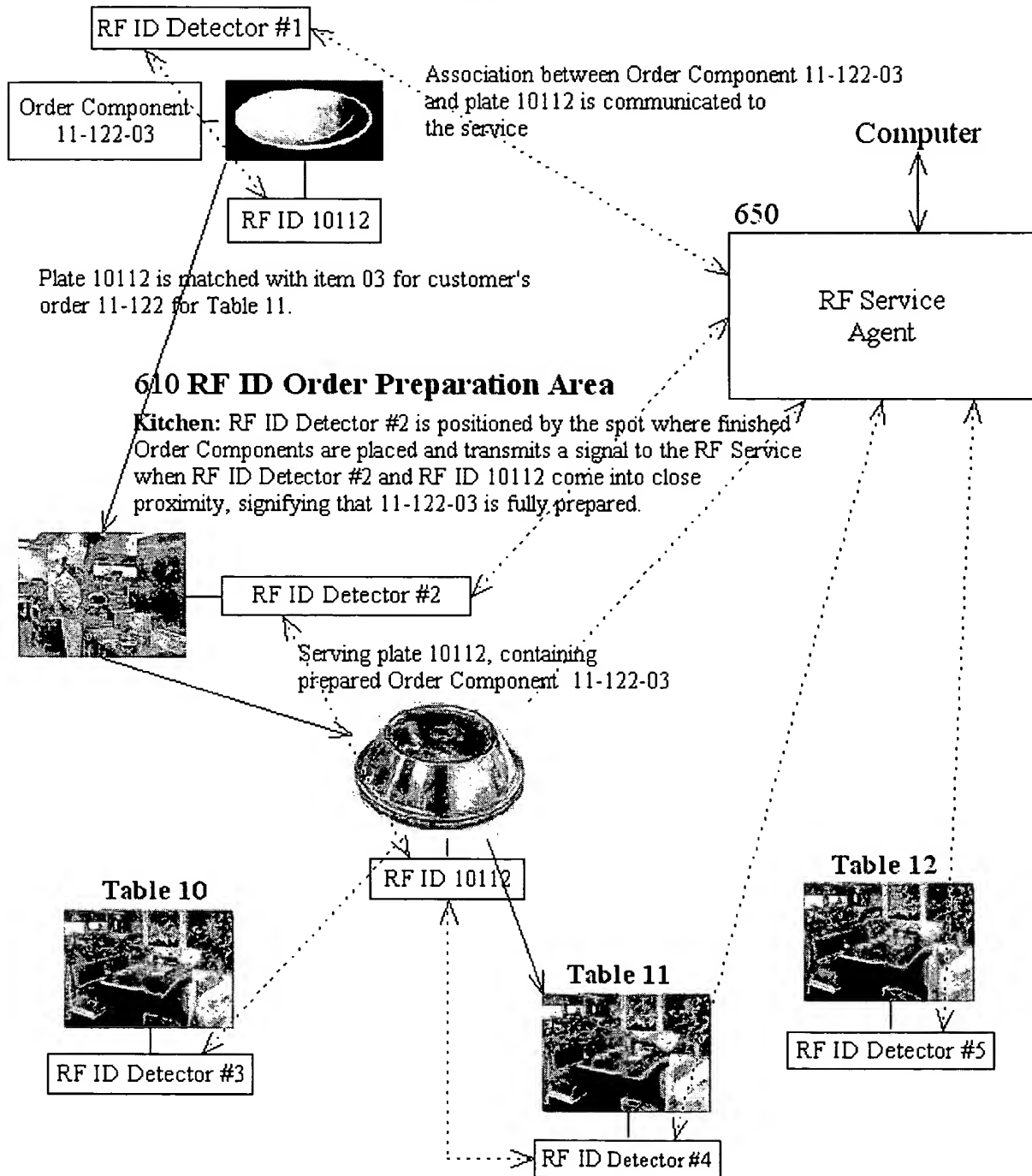
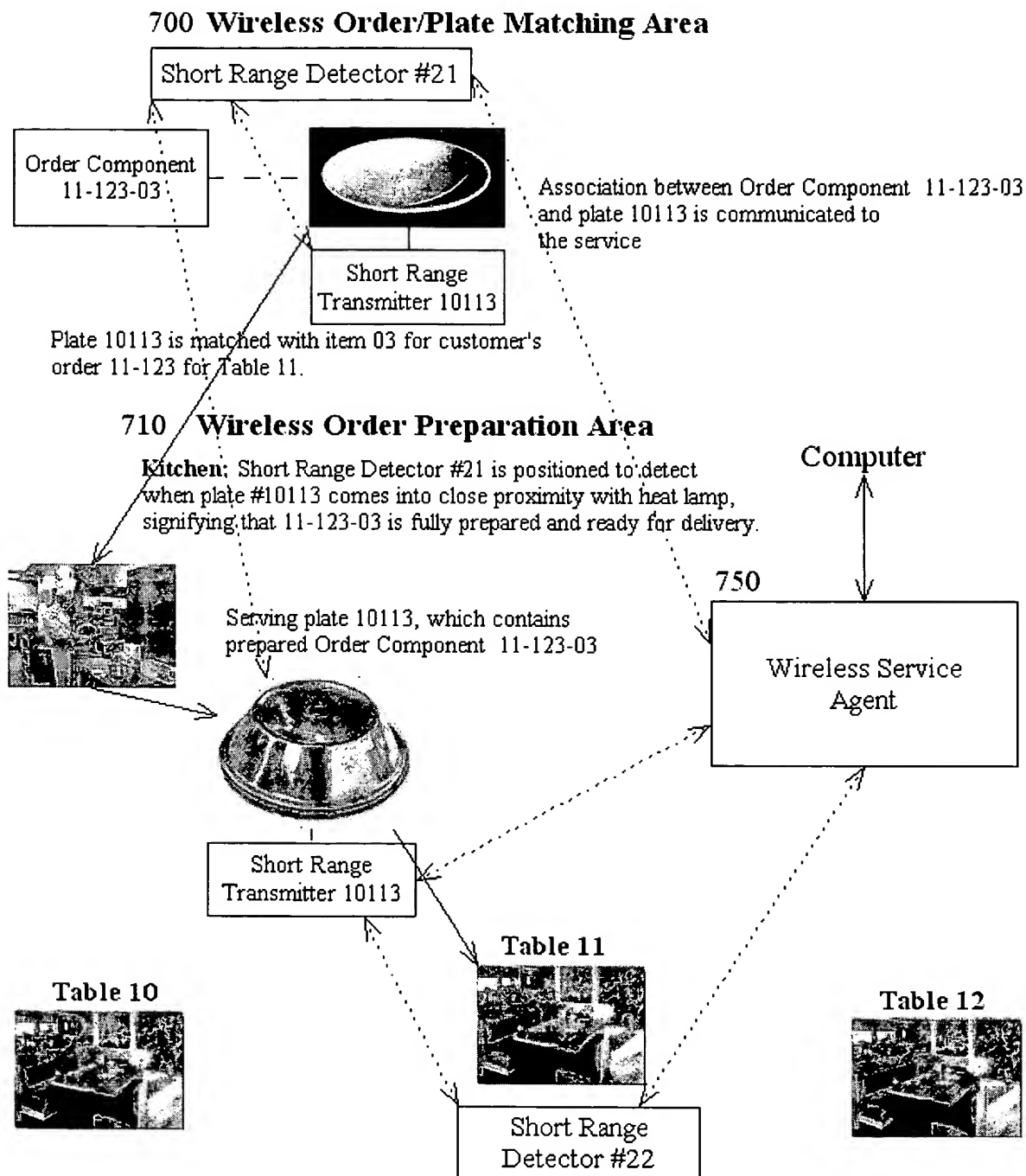


Fig. 8**600 RF ID Order/Plate Matching Area**

When RF ID #10112 and RF ID Detector #4 come into close proximity, a signal is transmitted to the RF Service.

Fig. 9

When Short Range Transmitter #10113 and Short Range Detector #22 come into close proximity, a signal is transmitted to the Wireless Service.

Fig. 10

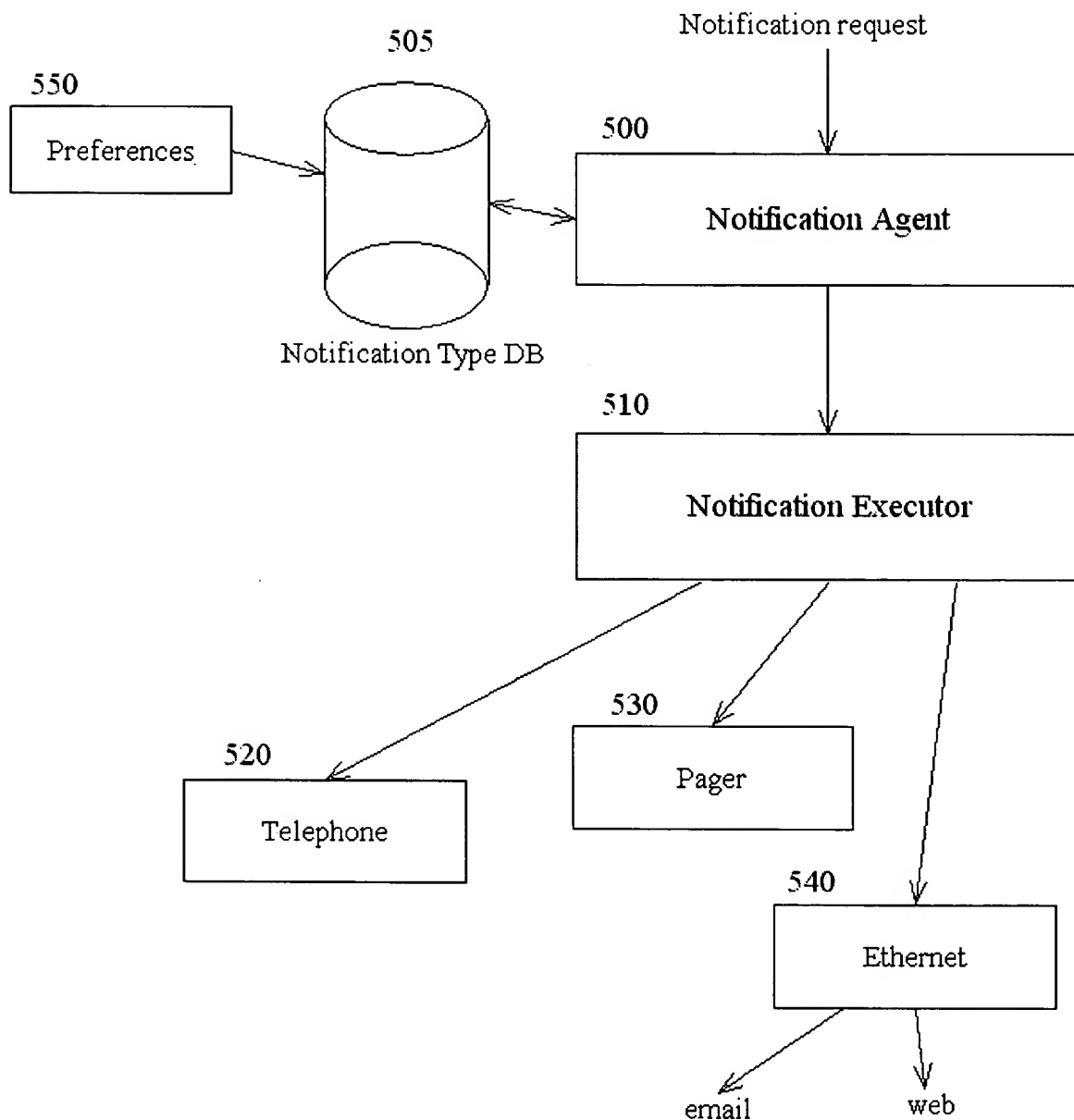


Fig. 11

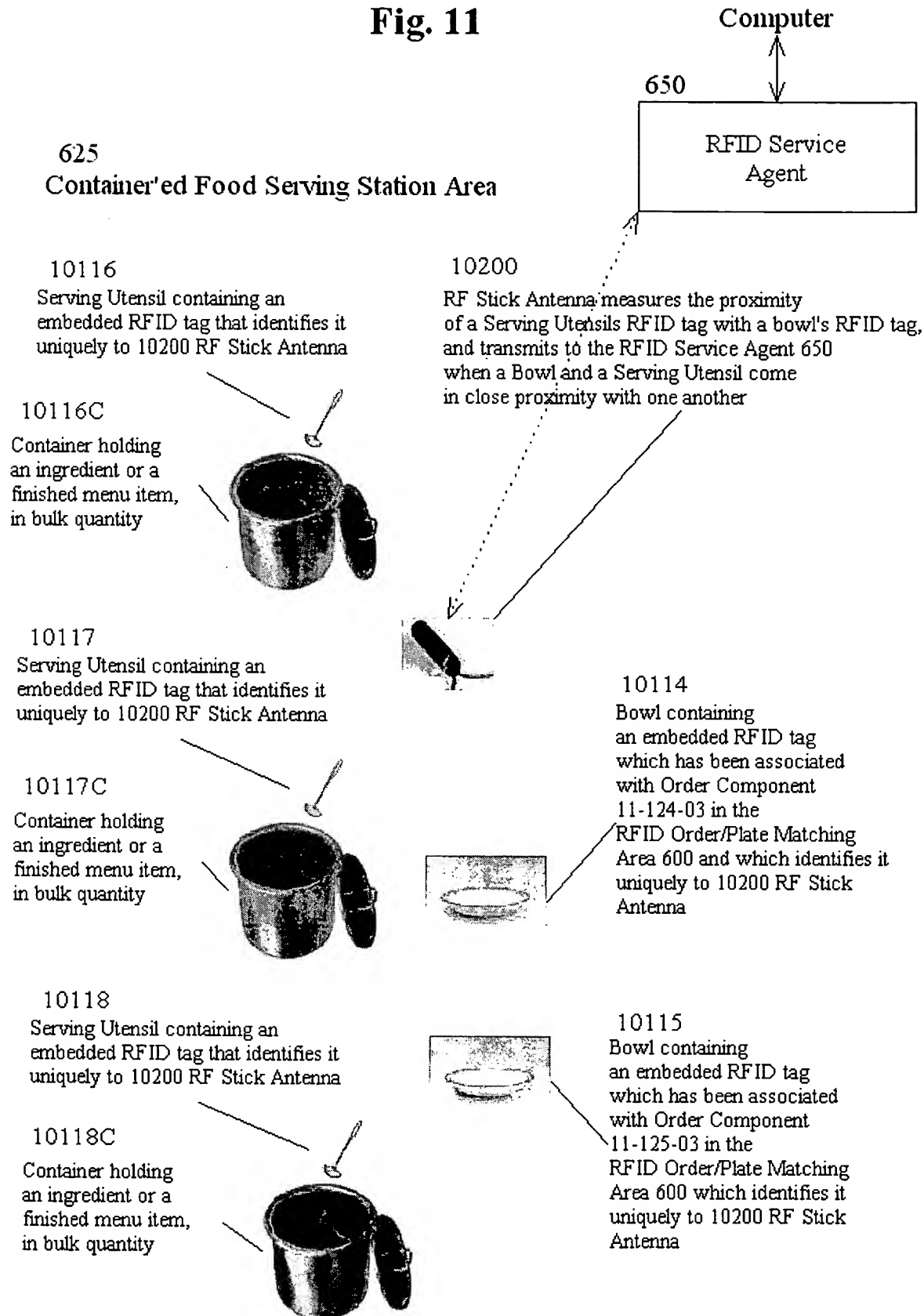
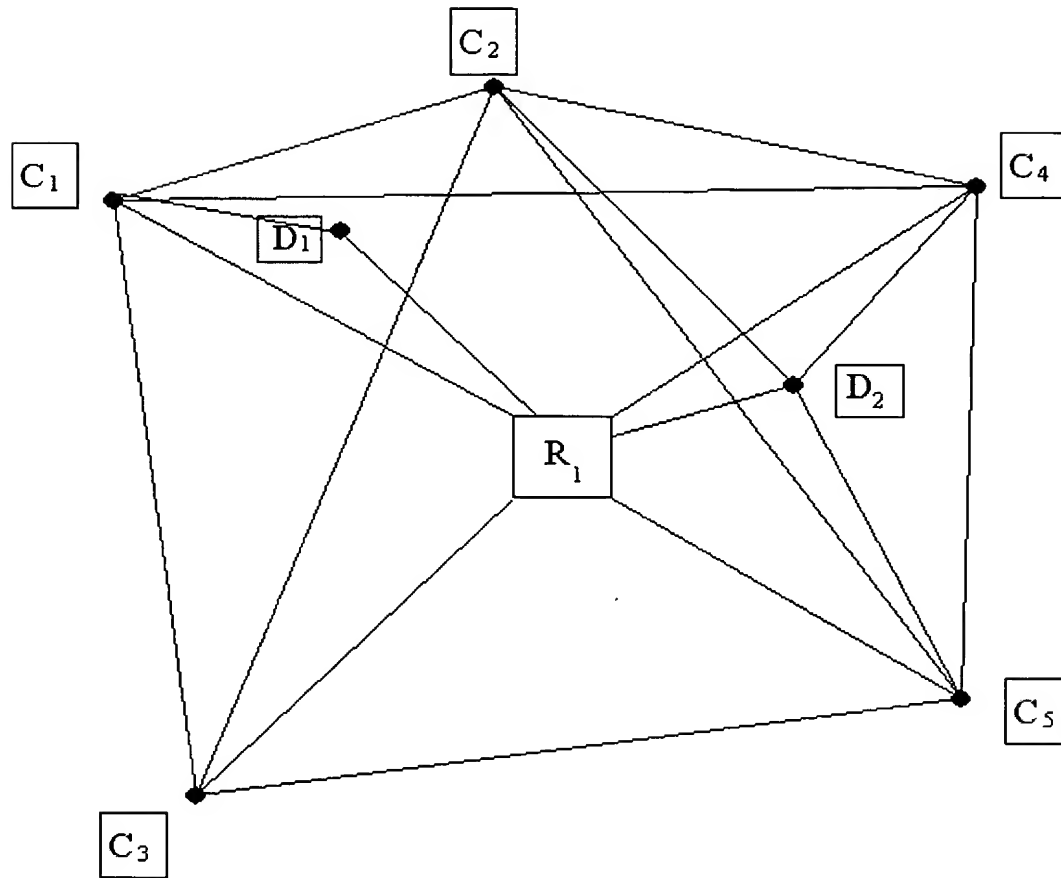


Fig. 12



R - Restaurant

C - Customer

D - Driver

Fig. 13 - SERVICE COSTS FOR DIFFERENT SERVICE LEVELS

